

UNITED STATES DEPARTMENT OF THE INTERIOR NATIONAL
PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT

FORM 10-631 (Rev 8/89)

Concid:	CC-STLI-0001-89	Date:	January 13, 2005	Year of Operation:	2004
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	Satisfactory	Marginal	Unsatisfactory
Operational Performance Rating:		X	
Contract/Permit Compliance Rating:		X	
ANNUAL OVERALL RATING DETERMINATION:		X	
Annual Overall Narrative Assessment and Comments on the Concession Contractual Obligations and Operational Performance for the Year			

It is the consensus of the evaluation team that overall Circle Line-Statue of Liberty Ferry, Inc, has continued to provide efficient transportation services to the islands considering the extreme fluctuation in visitor flow since 9/11 and increased security processing. Despite continued changes to security procedures, Circle Line does a good job of visitor transport to and from the islands.

Circle Line provided services in conjunction with the re-opening of the Statue of Liberty by providing ferry service for the five evening tests of the Statue security systems and tour program. Circle Line continues to work closely with the Park Service in the on-going development and implementation of the new Tour Pass program for access into the monument.

Although Circle Line continues to work with the Park Service to get the visitors safely from the departure locations to the islands, there are some areas of concern that need to be addressed in the *Suggested Operating and Maintenance Improvements* sections of this narrative.

Highlighted Accomplishments

- Implemented a Credit Card System
- Circle Line has been recognized for their role in the success of the Audio Tour
- Maintained good housekeeping and over all boats were clean and well-kept
- Implemented a Reservation System for the distribution of Advance Tickets and Tour Passes
- Created a new program that allowed Free Tickets to be distributed to Local Schools
- Continued to maintain a good working relationship with the other concessioners for the After Hours Event Program

Suggested Operating and Maintenance Improvements

The selection of merchandise on the boat is inconsistent with contract authorization. The selection of souvenirs available for visitor purchase on the boats is restricted to merchandise commemorative of or informative about the Statue of Liberty and Ellis Island. Information and souvenirs for other areas of the National Park Service are also authorized for sale on the boats.

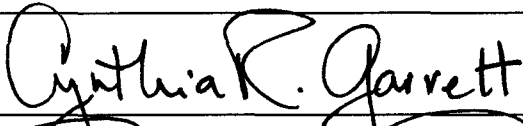

Charter rate schedule was approved in 2001. From information this office has received from charter client's rates being charged are not consistent with the 2001 approved rates.

The monthly franchise fee and building use fee deposits are received by the date due, however the monthly reports have been consistently late and missing copies of invoices.

The Franchise Fee due the Government for the Service Charge on advance ticket sales has not been reported or paid since the inception of this service in July 2004.

There needs to be more consistency for the visitor to be able to use credit cards.

The Park has to host a meeting in regards to making the reservation system more visitor friendly.

Superintendent's Signature		Date Signed:	1/12/05
Concessioner's Signature (to signify receipt of rating):		Date Signed:	1/13/05

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
SUPERINTENDENT'S ANNUAL CONCESSIONER CONTRACT/PERMIT COMPLIANCE REPORT
OPERATING YEAR:

Form 10-630 (Rev. 7/83)

PARK	Statue of Liberty National Monument / Ellis Island
CONCESSIONER	Circle Line-Statue of Liberty Ferry, Inc.
CONTRACT NO	CC-STLI-0001-89
PERMIT NO.	

COMPLIANCE

	Yes	No	N/A		Yes	No	N/A
* Denotes "Special Attention" Items							
* 1.	Building and Improvement Program		N/A	* 7.	Accounting Records & Rpts		X
2.	Accommodations, Facilities & Services	X		* 8.	Franchise Fee		X
3.	Plant, Personnel and Rates	X		9.	Bond and Lien	X	
* 4.	Maintenance	X		10.	Assignment	X	
5.	Possessory Interest		N/A	11.	Subconcession	X	
* 6.	Utilities	X		* 12.	Insurance	X	

CONTRACT/PERMIT COMPLIANCE RATING: (Satisfactory, Marginal, Unsatisfactory)

Superintendent's Signature
Concessioner's Signature (To signify receipt of rating)

Cynthia D. Garrett
[Signature]

CONTRACT/PERMIT COMPLIANCE CHECKLIST

		YES	No	N/A
*1. BUILDING AND IMPROVEMENT PROGRAM (Item 1 of Instructions)				
A.	Does the contract contain a building & improvement program?			
B.	If the answer to (A) above is yes,			
(1)	Is any portion of such program applicable to this rating period?			N/A
(2)	If (1) above is yes, have plans and specifications been submitted and approved by the Superintendent?			N/A
(3)	What portion(s) of the building and improvement program has been completed during this rating period?			N/A
(4)	What was starting date as stated in the contract? 7 th Year of Contract			
(5)	When was actual starting date? 5 th Year of Contract			
(6)	When is completion date? N/A			
(7)	If already completed, give date: N/A			
(8)	Has the concessioner submitted documentation to evidence expenditures of the program?	X		
(9)	(ACCESSIBILITY OF FACILITIES TO HANDICAPPED PERSONS TO BE ADDED AT A LATER DATE)	X		
COMMENT:				
2. ACCOMMODATIONS, FACILITIES AND SERVICES (Item 2 of Instructions)				
A.	Are all accommodations facilities and services required/authorized?	X		
B.	Are any services being provided that are not authorized under this contract/permit?		X	
	If yes, please list:			
C. (1)	Does the concessioner have a preferential right to new or additional service?	X		
(2)	If such new or additional services have been identified by the NPS, has the concessioner agreed to provide them?	X		
	If the answer to (2) above is no, explain:			
3. PLANT, PERSONNEL AND RATES (Item 3 of Instructions)				
A.	Does the concessioner meet the criteria for needing an affirmative action plan? (See item #3 of instructions for criteria.)	X		
	If the answer is no, disregard the next question. if yes:			
(1)	Does the concessioner have a written affirmative action plan?	X		
	If the answer is no, explain:			
B.	Are EEO posters furnished and adequately displayed?	X		
C.	Have current rates used by the concessioner been approved by the Superintendent and properly documented by supporting rate approval studies in accordance with the Rate Approval Program Guidelines in NPS-48?		X	
	If the answer is no, explain: Charter Fee Schedule			
*4. MAINTENANCE (Item 5 Instructions)				
A.	Has the concessioner fulfilled the terms of any maintenance agreement including the dollar amount if stipulated?	X		
	If "NO", give reason:			
5. POSSESSORY INTEREST (Item 6 of Instructions)				
A.	Has the concessioner			N/A
(a)	made any capital improvements to government improvements?			

	(b) acquired any possessory interest in concessioner's improvements not listed on the exhibit to the contract during this rating period?			N/A
	If yes, list:			
B.	Was prior written approval given by the Service for these improvements?			N/A
*6. UTILITIES (Item 7 of Instructions)				
A.	List utility services provided by the park for the concessioner:			
	Solid Waste Removal			
	Custodial			
B.	If the concessioner is charged for the service(s) provided, has he paid for them in a timely manner?	X		
*7. ACCOUNTING RECORDS AND REPORTS (Item 8 of Instructions)				
A.	If this is the first year of a contract, was the opening balance sheet required by contract provision?			N/A
	If "YES", when was it submitted?			
B.	Considering the most recent Annual Financial Report (AFR) due within this rating period:			
	(1) Give date AFR was due: May 31 st			
	(2) Date AFR was submitted: July 23 rd			
C.	Was AFR audited by an independent licensed or certified public accountant, if required?	X		
*8. FRANCHISE FEE (Item 9 of Instructions)				
A.	Are there franchise fees (including building use fees) past due from the concessioner?	X		
B.	For the last 12 months, list due date and date paid for franchise fees: (NOTE: Some concessioners are required to pay more than once a year)			
	DUE 11/15 DUE 1/15 DUE 3/15 DUE 5/15 DUE 7/15 DUE 9/15			
	PAID 11/10 PAID 1/15 PAID 3/11 PAID 5/12 PAID 7/14 PAID 9/13			
	DUE 12/15 DUE 2/15 DUE 4/15 DUE 6/15 DUE 8/15 DUE 10/15			
	PAID 12/15 PAID 2/13 PAID 4/12 PAID 6/16 PAID 8/11 PAID 10/15			
C.	If applicable, what is the next date for renegotiation of franchise fees?			
D.	Are the amount of sales claimed as exempt from franchise fee supported by invoices bearing a certification by the seller that the items meet NPS standards for native American and Indian handicraft items?			N/A
9. BOND AND LIEN (Item 10 of Instructions)				
A.	Was a bond required by the contract?			N/A
	If yes, give amount and date posted?			
	If a bond was not required, mark item 9 of rating sheet "N/A".			
10. ASSIGNMENT (Item 13 of Instructions)				
A.	If this concession operation has been sold to a successor during this evaluation year, has the successor fulfilled all obligations stipulated by the NPS in (1) letter(s) of contingent and/or final approval, or (2) the assignment, acceptance and approval document?			N/A
B.	If the name of the business has changed in the past year, give new name:			
11. SUBCONCESSION (Item 14 of Instructions)				
A.	Are there any agreements with third parties to provide any services authorized or required in the contract/permit with the concessioner?		X	
B.	If the answer is "YES", what services do they provide? (List):			
C.	Are all such arrangements covered by an NPS approved subconcession contract?			N/A
	If the answer is no, explain:			
*12. INSURANCE (Item 15 of Instructions)				
Fill out the attached Insurance Review Checklist first; it will enable you to answer the questions below. CAUTION: The current NPS insurance requirements are applicable to contracts based on SOR's published after May 1, 1981. Earlier contracts may vary substantially and some questions in the checklist may not apply. Answer those which do apply and attach the checklist anyway because it provides data which WASO needs.				
A.	Has concessioner provided the Superintendent with a Certificate of Insurance or Broker's Analysis?	X		
B.	Has the concessioner purchased all required property coverages in the amount required?	X		
C.	Has the concessioner purchased all the required liability coverages in the amount required?	X		
D.	Has the concessioner had inserted in all insurance policies appropriate clauses as required in the concession contract?	X		
	If no, explain:			

****Note for Section 8A****

The Park Service has no record of Franchise Fees having been paid on charge for Advance Ticket Sales

UNITED STATES DEPARTMENT OF THE INTERIOR NATIONAL
PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Transportation Systems) – Standard No. VII

FORM 10-607 (Rev. 6/82)

Concid#:	CC-STLI-0001-89	Name of Concessioner:	Circle Line-Statue of Liberty Ferry, Inc.
Region:	Northeast	Facility/Service:	Ferry Service
Year of Evaluation:	2004		

NOTICE TO CONCESSIONER: The elements (X) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION
Check (Box) in space provided - applicable elements (APP.)
Check (Box) in space provided - those which are deficient (DEF.)

Element		Element	
A. FACILITY EXTERIOR		D. RATES	
		APP.	DEF.
1.	Structure Condition (B)	X	
2.	Grounds (B)	N/A	
3.	Public Signs (C)		X*
4.	Garbage and Trash (B)		X*
Element		E. VEHICLES & VESSELS	
B. FACILITY INTERIOR		APP.	DEF.
5.	Public Restrooms (A)	X*	
6.	Public Signs (C)		X*
7.	Public and Other Areas (B)	X*	
Element		F. OTHER	
C. OPERATIONAL		APP.	DEF.
8.	Employee Performance (A)	X	
9.	Employee Attitude (A)	X	
10.	Employee Appearance (A)	X*	
11.	Operating Hours (B)	X	
12.	Staffing (A)	X	
13.	Authorized Rates (A)	X	
14.	Posting of Rates (B)		X*
15.	Maintenance (B)	X	
16.	Regulations (A)	X	
17.	Interpretation (B)	X*	
18.	Beverage Container Program (B)	X	
19.	Ferry Operation Ticketing (B)		X*

ITEM #	EVALUATION OBSERVATION	CORRECT BY (Date)	CORRECTED BY (Date)
3/6	Interior and exterior public signs are totally inadequate. Need to development professional signage with corporate identity, (corporate logo, web address...) providing consistent and clear messages. Appropriate placement needs to be explored and implemented at all locations. To promote advance ticketing web address and toll free number should be included on all signage and printed materials.	May 2005 NPS	
4	Need to implement a recycling program for plastic beverage containers	30 Days	
5	Some Spring-loaded timed faucets ran longer than required. Bathroom cleaning charts should be posted on all ferry boats to demonstrate and document appropriate and applicable cleaning schedules are being maintained and enforced.		
7	Explore wildlife management issues associated with pigeons		
10	Boat Crew outer uniform appearance is poor.		
14	Rates posted but not clear at Liberty State Park. This needs to be addressed in conjunction with the overall signage program.	May 2005 NPS	
17	Interpretive Message Boards on the boats will be replaced with new interpretive signs provided by NPS.	May 2005 NPS	
19	Ticket sales to Statue of Liberty have been honored on Harbor Cruises but franchise fees have not been paid on said ticket sales. The "internal refund process" explained to us on December 6, 2004 is not acceptable or approved by the NPS. Franchise Fees are due on all tickets at time of sale. The current refund policy needs to be addressed in the Operating Plan.	Immediate	

EVALUATION DATE	# OF OBSERVATIONS BY CLASSIFICATIONS			NUMERIC PERIODIC RATING	NPS EVALUATOR SIGNATURE	CONCESSIONER SIGNATURE
INITIAL	A	B	C	3	14B	
		3	2	Preliminary		
FOLLOW-UP				Final		

REMARKS: We recognize that over the last year security screening initiatives and operational changes have presented large challenges, however it is imperative that clear directions and instructions are given to the visitor through adequate and professional signage.

WILL CALL
ADVANCE
RESERVATION
PICK-UPS ONLY



T1A

Access to the
Statue of Liberty
National Monument
is limited to timed
ticket holders only.

← Wait Line
↑ Advan
Pick-up

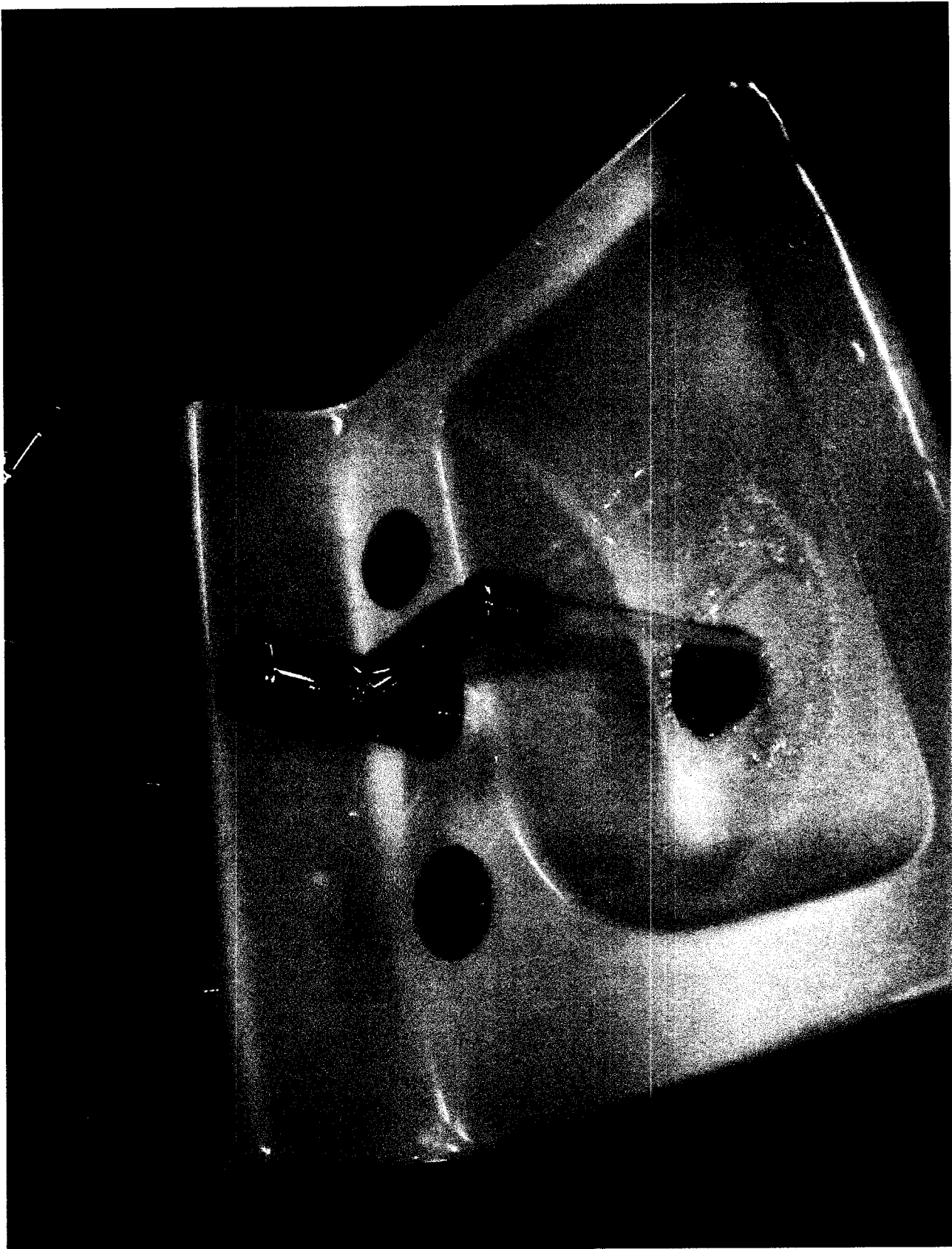
You must have a
Reserved Pass to enter
The Statue of Liberty
Monument

If you do not have a reserved
pass for the Monument, we
encourage you to take advantage
of the wide range of other
activities at Liberty Island
and Ellis Island

*Please See a Park
Ranger for More
Information*

ATTENTION
Effective 01 JUL 2004
RESTRICTED

AREAS
Should this report be
DEF-LIMITED



UNITED STATES DEPARTMENT OF THE INTERIOR NATIONAL
PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Food and Beverage Services (Including Employee Operations) - Standard No. III

FORM 10-603 (Rev. 6/82)

Concid#:	CC-STLI-0001-89	Name of Concessioner:	Circle Line-Statue of Liberty Ferry, Inc.
Region:	Northeast	Facility/Service:	Food Service
Year of Evaluation:	2004		

NOTICE TO CONCESSIONER: The elements (X) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up inspections will be conducted to determine corrective action taken

ELEMENTS/CLASSIFICATION
Check (Box) in space provided - applicable elements (APP.)
Check (Box) in space provided - those which are deficient (DEF.)

Element		Element		Element	
A. FACILITY EXTERIOR		APP.	DEF.	E. FOOD & BEVERAGE SERVICE	
1.	Structure Condition (B)	N/A		15.	Food Availability (B)
2.	Grounds (B)	N/A		16.	Availability of Condiments (B)
3.	Public Signs (B)	N/A		17.	Customer Attention (B)
4.	Garbage and Trash (A)	N/A		18.	Food Temperature (B)
Element		APP.	DEF.	19.	Food Prepared to Order (B)
				20.	Merchandising (C)
B. FACILITY INTERIOR				21.	Table Appearance (B)
5.	Public Restrooms (A)	X		22.	Tableware (A)
6.	Public Signs (C)		X*	23.	Guest Checks (C)
7.	Public and Other Areas (B)			24.	Furniture Arrangement & Cond. (C)
Element		APP.	DEF.	25.	Floors, Walls & Ceilings (B)
				26.	Environment (B)
C. OPERATIONAL				27.	Employee Meal Hours (C)
8.	Employee Performance (A)	X		Element	
9.	Employee Attitude (A)	X			
10.	Employee Appearance (A)	X*		F. BEVERAGE	
11.	Operating Hours (B)	X		28.	Beverages (B)
12.	Staffing (A)	X		29.	Drink Presentation (C)
Element		APP.	DEF.	30.	Liquor Laws (A)
				31.	Vending (B)
D. RATE				32.	Beverage Container Guidelines (B)
13.	Menus (B)	X			
14.	Authorized Rates (A)	X			

ITEM #	EVALUATION OBSERVATION	CORRECT BY (Date)	CORRECTED BY (Date)
6	The menu board was a laminated printout that was hanging crookedly from the center of the sales area. It had been written on in many places with dry erase marker. Prices had been changed by taping new prices over the old. New approved signage is required that would be permanently attached to the structure in a professional manner.	May 05	
10	Current uniforms are inconsistent and have a sloppy appearance and the material (sweatshirt) lends itself to color variations.		
26	Overall food concessions area was worn and in need of updating and modernization.		
28	Approval was not given to switch all fountain soda machines to plastic bottled beverages.		
32	There is no recycling program in place for plastic bottles. The soda selection should be changed to strictly fountain sodas to eliminate recycling issues associated with plastic soda containers.		

EVALUATION DATE	# OF OBSERVATIONS BY CLASSIFICATIONS			NUMERIC PERIODIC RATING	NPS EVALUATOR SIGNATURE	CONCESSIONER SIGNATURE
INITIAL	A	B	C	3	14B	[Signature]
		2	1	Preliminary		
FOLLOW-UP				Final		

REMARKS: Immediate attention needs to be addressed regarding beverage service on the boats



glasses

3.00

round Coca-Cola, Pepsi, Sprite, Diet Coke, Nestlé Iced Tea

20 oz. Soda





UNITED STATES DEPARTMENT OF THE INTERIOR NATIONAL
PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Merchandising Operations) – Standard No. V

FORM 10-605 (Rev. 6/82)

Concid#:	CC-STLI-0001-89	Name of Concessioner:	Circle Line-Statue of Liberty Ferry, Inc.
Region:	Northeast	Facility/Service:	Gifts on Boat
Year of Evaluation:	2004		

NOTICE TO CONCESSIONER: The elements (X) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION
Check (Box) in space provided - applicable elements (APP.)
Check (Box) in space provided - those which are deficient (DEF.)

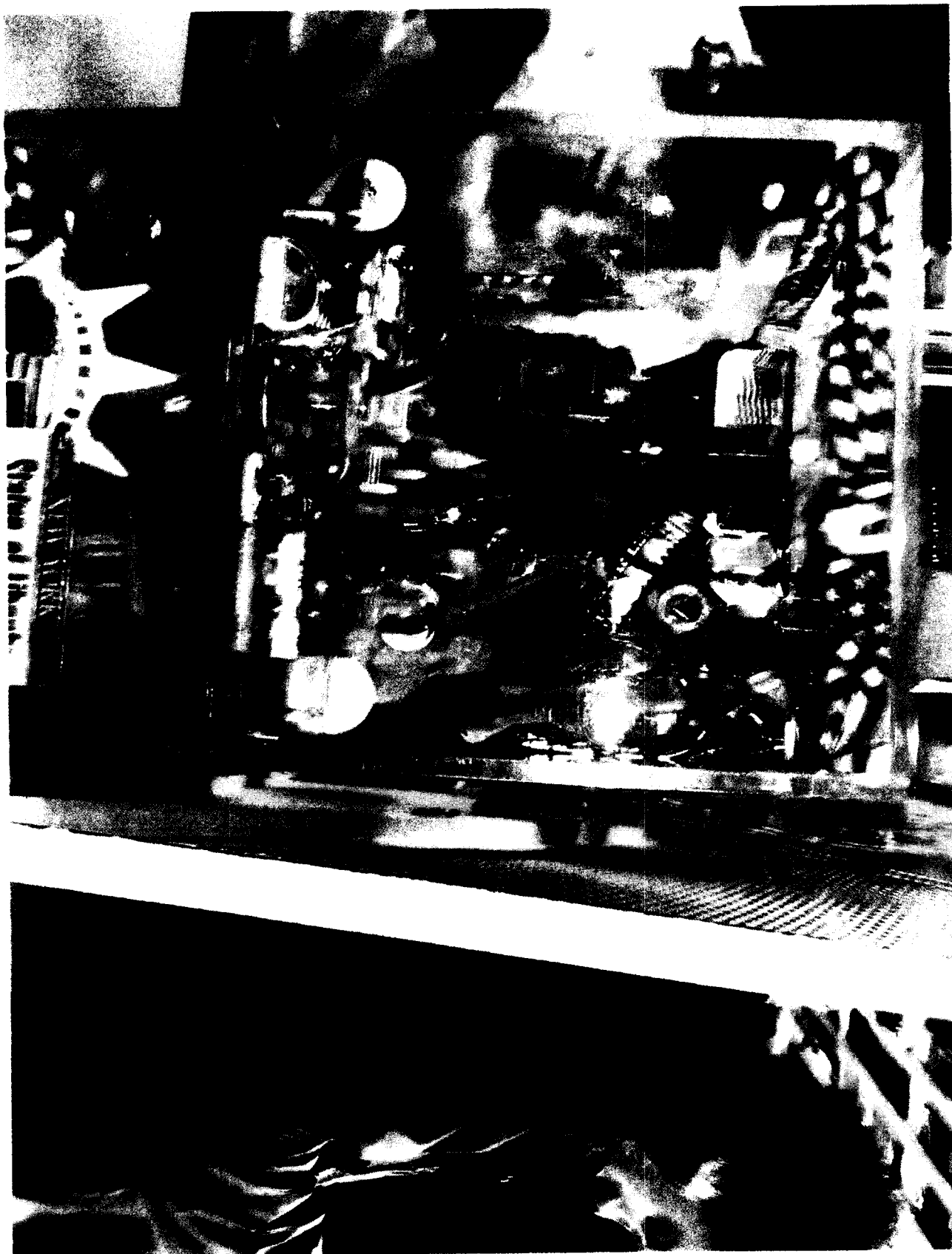
Element		Element		Element	
A. FACILITY EXTERIOR		APP.	DEF.	D. RATES	
1.	Structure Condition (B)	N/A		13.	Auth. Rates & Labeling (A)
2.	Grounds (B)	N/A		14.	Sales Verification (C)
3.	Public Signs (C)	N/A			
4.	Garbage and Trash (A)	N/A			
Element		Element		Element	
B. FACILITY INTERIOR		APP.	DEF.	E. MERCHANDISE	
5.	Public Restrooms (A)	N/A		15.	Genuine Native & American Indian Handcraft (A)
6.	Public Signs (C)		X*	16.	Other Preferred Merchandise (B)
7.	Display/Sales & Other Areas (B)		X*	17.	Other Acceptable Merchandise (B)
Element		Element		Element	
C. OPERATIONAL		APP.	DEF.	F. OTHER	
8.	Employee Performance (A)	X		19.	Vending (B)
9.	Employee Attitude (A)	X		20.	Beverage Container Guidelines (B)
10.	Employee Appearance (A)	X*			
11.	Operating Hours (B)	X			
12.	Staffing (A)	X			

ITEM #	EVALUATION OBSERVATION	CORRECT BY (Date)	CORRECTED BY (Date)
6/13	Some signs including those for postcards were hand lettered. All signs should be professionally displayed. During the evaluation, the team noticed handwritten yellow sticky pads being used for price tags for small merchandise on Lady Liberty. There needs to be a review and approval of the entire selection of merchandise sold on the boats by the Park Service prior to the Spring Season.		
7	The postcard display is worn and tattered. It has been fastened to the wall with the tape, which is coming unstuck. This display should be replaced with a fresh set of postcards.		
10	Current uniforms are inconsistent and have a sloppy appearance and the material (sweatshirt) lends itself to color variations.		
16/17	All merchandise and related prices for Statue of Liberty and/or Ellis Island souvenirs must be approved by the Superintendent prior to display.		
18	The contract states that merchandise should consist of souvenirs and postcards specifically about the Statue of Liberty and Ellis Island. Therefore merchandise that does not fall into these two areas, such as general patriotic items or items related to the city of New York should not be brought, stocked or sold until they are evaluated by the Park Service for appropriateness.		

EVALUATION DATE	# OF OBSERVATIONS BY CLASSIFICATIONS			NUMERIC PERIODIC RATING	NPS EVALUATOR SIGNATURE	CONCESSIONER SIGNATURE
INITIAL	A	B	C	3		
	2	1	1	Preliminary	48B	Th G
FOLLOW-UP				Final		

REMARKS: Carol advised the evaluation team that new signage and display cases were on order. The Park Service needs to know what the expected delivery date is for said items?





(Supplementary Interpretive Services) – Standard No. XI

FORM 10-611 (Rev. 6/82)

Concid#:	CC-STLI-0001-89	Name of Concessioner:	Circle Line-Statue of Liberty Ferry, Inc.
Region:	Northeast	Facility/Service:	Audio Tour
Year of Evaluation:	2004		

NOTICE TO CONCESSIONER: The elements (X) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. *Follow-up evaluations will be conducted to determine corrective action taken.*


ELEMENTS/CLASSIFICATION

Check (Box) in space provided - applicable elements (APP.)

Check (Box) in space provided - those which are deficient (DEF.)

Element A. FACILITY EXTERIOR		APP.	DEF.	Element F. MEDIA		APP.	DEF.
1.	Structure Condition (B)	N/A		17.	Exhibits (B)	N/A	
2.	Grounds (B)	N/A		18.	Audiovisual Program & Equipment (B)		
3.	Public Signs (C)	N/A		19.	Publications (B)		
4.	Garbage and Trash (B)	N/A		20.	Media and Content (B)		
Element B. FACILITY INTERIOR		APP.	DEF.	21.	Communicating Effectively (B)	X*	
5.	Public Restrooms (A)	N/A		22.	Culture or Role Presentations (B)	N/A	
6.	Public Signs (C)			23.	Costuming (C)	N/A	
7.	Public & Other Areas (B)	N/A		Element G. OTHER		APP.	DEF.
Element C. OPERATIONAL		APP.	DEF.	24.	Vending (B)	N/A	
8.	Employee Performance (A)			25.	Beverage Container Guidelines (B)	N/A	
9.	Employee Attitude (A)						
10.	Employee Appearance (A)						
Element D. RATES		APP.	DEF.				
11.	Authorized Rates (A)						
Element E. INTERPRETIVE OPERATIONS		APP.	DEF.				
12.	Program Content (B)						
13.	Program Presentation (B)						
14.	Advertising (B)	X*					
15.	Public Safety (A)	N/A					
16.	Attendance (B)						

[illegible]

EVALUATION DATE	# OF OBSERVATIONS BY CLASSIFICATIONS			NUMERIC PERIODIC RATING	NPS EVALUATOR SIGNATURE	CONCESSIONER SIGNATURE
INITIAL	A	B	C	5	4yB	
				Preliminary		
FOLLOW-UP				Final		

REMARKS :

RISK MANAGEMENT PROGRAM EVALUATION

FORM 10-628

Concid#:	CC-STLI-0001-89	Name of Concessioner:	Circle Line-Statue of Liberty Ferry, Inc.
Region:	Northeastq	Facility/Service:	Overall Operation
Year of Evaluation:	2004		

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ELEMENTS/CLASSIFICATION

Check (Box) in space provided - applicable elements (A)

Check (Box) in space provided - those which are deficient (D)

[illegible]

EVALUATION DATE	# OF OBSERVATIONS BY CLASSIFICATIONS			NUMERIC	NPS EVALUATOR	CONCESSIONER
				PERIODIC RATING	SIGNATURE	SIGNATURE
INITIAL	A	B	C	5	lyB	[Signature]
				Preliminary		
FOLLOW-UP						
				Final		
REMARKS:						